Franklin County, Iowa – Information Technology
Position Description

Position: Information Technology Technician   **Reports to:** IT/GIS Director

Department: Information Technology   **Effective Date:** 11/1/2022

FLSA: Non-Exempt

General Summary

The responsibilities of this position will be to maintain the computer systems and other technologies. Work with other staff to install hardware, troubleshoot computer issues, respond to IT questions, and keep technology devices up to date.

Essential Functions and Responsibilities

1.	Oversee and support personal computer (PC) support functions including: coordinating warranty service and overseeing third party maintenance to ensure problems are fixed properly and in a timely fashion; implementing and maintaining strategic computing hardware maintenance procedures; coordinating installation of hardware and software; and implementing procedure changes.	60%
2.	Perform network administration functions including: network security; maintenance and support of server and workstation functions; monitoring network usage and load; installation of network equipment; installation of data communications systems and cabling; maintain documentation on support tickets, equipment, sites, and configurations.	20%
3.	Act as technology resource for all county departments.	10%
4.	Keep Franklin County IT/GIS Director informed of all technology needs and issues.	5%
5.	Other duties as assigned.	5%
	TOTAL =	100%

Education / Experience / Qualifications

- High school graduate or G.E.D. required.
- At least 6 months of experience directly related to the duties and responsibilities specified.

Licensing and Certification

- Valid Iowa driver's license and be insurable under Franklin County's guidelines.

Required Knowledge / Skills / Abilities

- **Technical**
  - Working knowledge of Windows operating systems, Windows server environment, firewalls and Microsoft SQL, Microsoft Cloud applications, operating and managing computer LANs, WANs including wireless, AS400, DNS and DHCP.
  - Experience in operating, maintaining, and troubleshooting computer hardware and software.
  - Ability to perform input and retrieval functions on a computer such as word processing (i.e. Word), spreadsheets (i.e. Excel); databases (i.e. Access) and presentation software (i.e. PowerPoint).
  - Knowledge of basic computer procedures and principles. Ability to use the Internet to extract and record data. Ability to do basics repairs and cleaning of computers and equipment.
- **Interpersonal**
  - Flexibility in adjusting to changing circumstances, information, employee and customer needs. Demonstration of a willingness to take initiative. Work independently with little or no supervision. Be reliable, responsible and dependable in fulfilling obligations. High level of integrity and ability

to maintain confidentiality.

- **Communication**
  - o Excellent verbal and written communication skills. Ability to effectively communicate and present information and respond to county officials, employees and the general public. Develop and maintain effective, constructive and cooperative working relationships with the public, other government entities and other external sources.
- **Language**
  - o Ability to read, analyze, and interpret data, legal documents, or governmental regulations. Ability to prepare reports, general correspondence, and lists.
- **Organizational**
  - o Ability to organize, plan and prioritize work utilizing problem solving skills, analytical thinking, and gathering/analyzing data. Ability to work under pressure, time constraints and deadlines.
  - o Keep current with all changes and revisions in federal/state mandated laws and operating regulations.
- **Resource Allocation**
  - o Ability to manage financial resources in determining how money will be spent to get work done, and accounting for these expenditures. Ability to manage resources, obtain and see to the appropriate use of equipment, facilities, and materials needed.
- **Safety**
  - o Understand and practice safe work habits on the job site.

Physical Requirements and Work Environment

- Normal office environment including sitting, standing, walking, bending, pushing, or pulling.
- Regularly lifts, carries, or otherwise moves and positions objects weighing up to 50 pounds.
- Position requires frequent use of hands to finger, handle, or feel, and ability to stoop, kneel, crouch, or crawl.
- Regularly required to speak and hear, must be able to operate and monitor a variety of office machines and some may involve extended periods at a keyboard or workstation.
- The typical work schedule for this position is Monday through Friday from 7:00 am to 4:00 pm. Ability to be available to address problems outside of normal working day including nights as well as weekends and/or holidays. Must be able to attend applicable job-related training, workshops, and seminars.

The physical demands and work environment described above are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions absent undue hardship. Franklin County retains the right to change or assign other duties to this position.

_____   _____
Employee Signature   Date

_____   _____
Employee Name (Print)   Department

_____   _____
Department Head or Elected Official   Date

_____   _____
Human Resources   Date